

SAFIR YOUSUF

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PROFILE

Dynamic and results-oriented sales coordinator with a proven track record of effectively managing and coordinating sales processes. Implemented a new CRM system to streamline sales tracking and increase efficiency. Achieved a 15% increase in sales revenue within the first quarter through targeted lead generation and follow-up strategies.

WORK EXPERIENCE

04/2023 – 08/2024
Sharjah,
United Arab Emirates

Sales Co-ordinator Cosmoplast Industrial Company (L.L.C.)

- Managed inbound queries via phone, email, and in-person, ensuring timely and effective responses to customer inquiries and issues.
- Facilitated smooth coordination between sales teams and clients, enhancing communication and collaboration for optimal sales performance.
- Efficiently processed purchases and sales orders, ensuring accuracy and timely fulfillment.
- Maintained effective communication with vendors and customers, ensuring smooth operations and prompt resolution of issues.
- Enhanced CRM database management led to a 10% increase in conversion rates by effectively tracking sales leads and customer interactions.
- Boosted client retention by 15% through the development and execution of innovative sales strategies.
- Processed all orders for accounts and collaborated with customer service to ensure accurate entry and timely shipments.
- Ensured precise order processing and timely delivery, proactively addressing any client concerns or delays.
- Provided customized quotations and alternative product solutions, improving customer satisfaction based on budget and specifications.
- Actively pursued timely client payments, reinforcing financial relationships and supporting business growth.

12/2020 – 03/2023
Dubai, United Arab Emirates

Associate Customer Care Aster DM Healthcare

- Spearheaded initiatives resulting in a significant reduction in wait times and a boost in patient satisfaction, achieving a 95% customer satisfaction rating.
- Collaborated closely with nursing staff to ensure effective communication and deliver high-quality patient care.
- Orchestrated appointment scheduling through phone and in-person interactions, streamlining clinic workflow and minimizing patient wait times.
- Coordinated with the insurance coordinator for pre-approvals and insurance card validation, ensuring seamless insurance processing.
- Verified patient categories and managed appointments and referrals based on patient needs and clinician availability.
- Reviewed and rectified claim errors to expedite processing and ensure accurate billing.
- Managed daily deposits and credit card payments, maintaining precise financial records.
- Upheld strict confidentiality and complied with healthcare standards to optimize patient care and safeguard data.



WORK EXPERIENCE

02/2019 – 10/2020

Pune, India

Customer Service Executive

SpiceJet Limited

- Represented the brand to domestic and international guests with exceptional presentation skills.
- Anticipated guest needs and promptly responded to upgrade requests, restaurant reservations, and service inquiries.
- Assisted with check-ins, flight re-routing, and support for disabled passengers and families to ensure smooth travel experiences.
- Provided high-quality customer service to enhance airport experiences and managed disruptions caused by flight delays or cancellations professionally.
- Assisted passengers with flight bookings, re-routing, and security checks for a seamless airport experience.
- Made public address announcements to keep passengers informed about status, delays, and emergencies, reducing confusion and complaints.
- Resolved escalated customer complaints promptly, resulting in a 15% decrease in customer churn rate.

01/2016 – 01/2019

Tiruchirappalli, India

Customer Service Agent

Bhadra International (India) Pvt. Ltd

- Ensured compliance with aviation policies, regulations, and safety protocols for aircraft and passengers, upholding high safety and security standards.
- Oversaw breakdown tasks such as verifying airway bills, counting cargo pieces, and preparing Load Control Sheets by manifest requirements.
- Provided exceptional, consistent service at all passenger touchpoints, adhering to Standard Operating Procedures and ICAO safety standards.
- Supervised the transportation and loading of live animals and hazardous materials, strictly following safety regulations.
- Specialized in resolving mishandled baggage (MHB) issues at the Arrival Hall, offering expert solutions to passenger concerns.
- Handled online booking inquiries and supported guests and travel partners throughout the booking process.
- Managed special handling for unaccompanied minors, elderly passengers, and individuals with special needs.



SKILLS

Proficient in CRM
software

PROFESSIONAL

MS Office

PROFESSIONAL

Quotation

PROFESSIONAL

Inquiries

PROFESSIONAL

Sales Order Processing

PROFESSIONAL

Proforma Invoice

PROFESSIONAL

Negotiation

PROFESSIONAL

Data analysis

PROFESSIONAL

Strong communication

PROFESSIONAL

Problem-solving

PROFESSIONAL

Empathy and patience

PROFESSIONAL

Baggage handling

PROFESSIONAL

- LANGUAGES

English

PROFESSIONAL

Tamil

NATIVE

Hindi

LIMITED

Malayalam

LIMITED



EDUCATION

08/2010 – 11/2014

Chennai, India

Mechanical Engineering | B.E

Jaya Engineering College

- I achieved a notable GPA of 6.15 in relevant coursework and projects.